Issue Types

To streamline the submission of help desk tickets and to improve reporting the Office of Information (OIT) has defined the following issue types and sub types. To assure your issue is addressed in a timely manner choose the correct issue type and subtype. For further information, such as what information should be provided when submitting a help desk ticket, please see the additional documentation.

Issue Type	Issue Subtype	Description
ADP		Issue type and subtypes are reserved for use by Pay Roll and HR
	Report	To be used for requesting ADP reports. All criteria should be provided in the request.
	Security	To be used for requesting changes to ADP security
Audio/Visual Support		AV support for equipment that is not located in an academic space
	Setup for Special Event	AV setup that occurs in a location that does not contain AV equipment
Argos		Argos is report writing tool used by OIT. A subtype must be chosen if this issue type is selected
	Existing Report Modification	Request for an existing Argos report to be modified, all criteria should be provided in the request.
	New Report Request	Request for a new report to be created in Argos, all criteria should be provided in the request.
	Security	Request for Argos security to be modified
Banner		Banner related issues, a subtype must be chosen if this issue type is selected
	Evisions	Technical support related to custom formatted reports using Evisions Software
	Existing Report Modification	Request for changes to be made to an existing report, all criteria should be provided in the request.

	Mail Merge Support	Request for assistance using Microsoft's mail merge utility
	New Report Request	Request for a new report to be created, all criteria should be provided in the request.
	Security	Request for Banner security be added/changed/removed. Appropriate form must still be submitted to request security to be changed.
	Support	Request for Banner assistance related to the functionality of Banner
	Technical Issue	Used to report an existing Banner screen/report is not functioning as expected
	Web	Request for a change to the configuration for Banner Web
BDMS		BDMS is a Banner product used to convert paper documents to a digital achieved document. A subtype must be chosen if this issue type is selected.
	Security	Request for Banner security be added/changed/removed. Appropriate form must still be used to request security to be changed.
	Support	Request for assistance using BDMS functionality
	Technical Issue	Used to report an existing BDMS feature is not functioning as expected
Blackboard Learn		
	Groups	Request to for a Blackboard group to be created or modified
	Merge Request	Request for courses to be merged within Blackboard
	Other	Used to report a Blackboard issue that is not supported by Open SUNY
Classroom Technology		Issues related to technology that is installed in an academic classroom. A subtype must be chosen if this issue type is selected.
	Classroom Printer Issue	Used to report an issue with a printer that is in a computer lab or classroom.
	Other Technical Issue	Used to report a technical issue related to equipment that is installed in a classroom
	Projection Issue	Used to report an issue with the projected image in a classroom
	Sound Issue	Used to report an issue with sound in a classroom
	Teacher Station Enhancement	Request for additional technology to be installed on a teacher station

Computer Related Issue		Issues related to a computer, could be in a computer lab or a computer assigned to an individual. A subtype must be chosen if this issue type is selected.
	Additional Equipment Installation	Request for additional equipment to be installed onto an existing PC (scanner, monitor, etc…)
	Additional PC Request	Request for an additional PC to be installed. The PC should have been properly budgeted for.
	End User Support	Request for user support related to software use
	New Software/Upgrade Software	Request for software to be installed. Software or a link to the software that can be downloaded should be provided
	Operating System Related	Used to report issues such as PC not booting or crashing
	Replacement PC	Used by OIT to notify a user that their PC is scheduled to be replaced
	Technical Issue	Used to report a technical issue related to either equipment or software
	Virus	Used to report suspicious activity (pop up, website redirection, etc..)
Degree Works		
	Access Related Issues	Used to report users (employees or students) are unable to access Degree Works
	Localization	Request for a localization to be applied or issue with existing localization
	Technical Issue	Used to report an existing Degree Works feature is not functioning as expected
E-Mail		A subtype must be chosen if this issue type is selected.
	Access to Existing Shared Mailbox	Request for access to existing mailbox such as a department mailbox
	Create Shared Mailbox	Request for a new mailbox to be created that will not be assigned to an individual user
Employee Account		A subtype must be chosen if this issue type is selected.
	Account Modification	Request for account information to be updated, such as office location
	Account Reactivation	Request for an established account to be reactivated
	New Account Activation	Request for new employee account to be created
	Password Reset	Request for employee password to be reset

File Sharing		Requests for network file sharing, a subtype must be chosen if this issue type is selected.
	Access to Existing Share	Request to be granted to an existing file share
	Change Existing Permissions	Request for a user to be added or removed from an existing file share.
	Home Drive	Request for a personal network share to be created
	New Share	Request for a new network share to be created that will be used by multiple individuals
Miscellaneous		Generic issue type when a user does not know which issue type to choose. This should only be used a last resort.
Network Infrastructure		Used to report an issue related to the College's network. A subtype must be chosen if this issue type is selected.
	No Network Connection	Used to report that a PC cannot access the network
	Wireless Access Issue	Used to report an issue with connecting to the wireless network
	Wireless Guest Account	Request for a visitor wireless account to be created for a special event
Network Printing Issues		Used to report issues with printing to a network printer. Note, OIT does not support personal printers beyond the initial installation.
Telephone		A subtype must be chosen if this issue type is selected.
	Auto Attendant/Call Routing	Request for an automated call routing to be added/changed
	Changes to Existing Phone	Request for additional extensions to be added/removed
	Move Request	Request for a phone to be moved to a new location
	New Extension	Request for a new extension to be created
	Voicemail Password Reset	Request for a voicemail password to be reset